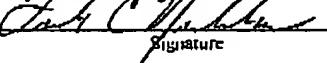


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FRANK C NICHOLAS (31963)
Name of applicant, assignee or registered representative

Signature
March 19, 2004
Date of Signature

MAR 19 2004

OFFICIAL

PATENT
Case No. AUS920010127US1
(9000/20)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:)
GEORGE H. AHRENS, ET AL.)
Serial No.: 09/843,064) Examiner: PEREZ-DAPLE, A.C.
Filed: APRIL 26, 2001) Group Art Unit 2121
For: SERVICE HISTORY LOG OF)
COMPUTER REPAIRS)

RESPONSE TO NON-FINAL OFFICE ACTION
DATED DECEMBER 24, 2003

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to a Non-Final Office action of December 24, 2003, please amend the
above referenced application as follows and reconsider the application in light of the
following remarks.